

# MATTINGLY, STANGER & MALUR, P.C.

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PATENT, TRADEMARK  
AND COPYRIGHT LAW

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Date: March 8, 2001

Attorney Docket No. H-970

To: Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: M. KAN et al (SEE ATTACHED)

For:  
CUSTOMER SERVICE METHOD AND APPARATUS

Enclosed are:



13 Sheets of Drawings



This application is being filed without an executed Declaration.



Priority is claimed from Japanese Application No. 2000-067549  
filed March 10, 2000

☒ A certified copy is attached herewith.



Copies of the disclosure documents listed on the attached PTO 1449 form and

☒ discussed in the specification or ☒ attached Information Disclosure Statement.



A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.



Specification: Abstract ☒ , Description 29 pages; and 28 claim(s).



Preliminary Amendment.



Executed Declaration.

The filing fee is calculated as shown below:

Small Entity

Large Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	28 - 20 = *	8
Indep Claims	6 - 3 = *	3
<input type="checkbox"/> Multiple Dependent Claim (s)		

\* If difference is less than zero  
then enter '0' in second column

Rate	Fee
	\$ 355
x 9	\$
x 40	\$
+ 135	\$
Total	\$

OR

Rate	Fee
	\$ 710
x 18	\$ 144
x 80	\$ 240
+ 270	\$ 0
Total	\$ 1,094



A check in the amount of \$ 1,094.00 is enclosed for the filing fee.



The Commissioner is hereby authorized to charge any additional fees that may be required to  
Deposit Account No. 50-1417.

Respectfully Submitted,

By:

John R. Mattingly

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